



# Enhancing Efficiency and Provider Satisfaction with a Low-Cost, Highly Reliable Anesthesiology Scheduling Solution

Client Hospital			DASHBOARD	SCHEDULE
12/18			12/18	12/20
Mon	Tue	Wed		
32	32	34		
7-3	7-3	7-3		
7-3	7-3	7-3		
7P-7A	7P-7A	7P-7A		
OFF	OFF	7-3		
OFF	OFF	OFF		
Week 7 ►			7-5 (Repeats every 10 weeks)	
7-5p	7-5p	7-5p		
VACA	VACA	W 7-7p	CP	W
OFF	7-5p	7-5p		
7-5p	7-5p			
CP	CP	CP	VACA	CP
7-3	7-3	7-3	VACA	CP
Week 5 ►			7-8 (Repeats every 8 weeks)	
V	7-5p	7-5p	VACA	VACA
0	7-8p	0	OFF	0
7A-10A	7-8p	7-8p	OFF	0



# TABLE OF CONTENTS

---

<b>Introduction</b> .....	Page 3
<b>Client Profile</b> .....	Page 4
<b>Challenges</b> .....	Page 5
<b>Solutions</b> .....	Page 6
<b>Key Benefits</b> .....	Page 7

# INTRODUCTION

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Efficient staff scheduling is essential for any healthcare provider, but for non-profit organizations managing unique and flexible roles such as CRNAs (Certified Registered Nurse Anesthetists), the challenge becomes even greater. An efficient scheduling solution tailored to a healthcare organization's needs can significantly enhance operational efficiency, reduce administrative workload, and improve overall provider satisfaction. This white paper examines the transformative impact of the web-based staff scheduling software, **myStaffSchedule**, on a mid-sized, non-profit health system and its CRNA team.



# CLIENT PROFILE

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## HOSPITAL PROFILE

Not-for-profit healthcare system located in the Mid-Atlantic region serving a growing population of more than one million people with a dedication to physician- and clinician-led, evidence-based care.

## LOCATIONS

- Supporting seven locations including one ASC.

## ANNUAL PATIENT ENCOUNTERS

- 70,000 – 80,000

## CRNA STAFFING MODEL

- Team of 45+ CRNAs.
- An integrated system, unique in allowing CRNAs to provide coverage across any nursing unit as needed.
- Full-time, part-time, and locum CRNAs available for flexible scheduling across various nursing units.

## PREVIOUS SCHEDULING SYSTEM

Before [myStaffSchedule](#), the hospital managed CRNA schedules manually, using paper-based systems and Excel spreadsheets. These outdated methods were time-intensive, prone to human error, and lacked real-time accessibility, transparency, and flexibility.



# CHALLENGES

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## PRE-IMPLEMENTATION CHALLENGES

### 1. Manual Process and Lack of Real-Time Access

CRNA scheduling was managed through using Excel and paper, often a year in advance. Any adjustments required direct, manual communication with a central scheduler, leading to delays and high administrative overhead.

### 2. Error-Prone System

Managing a master schedule by hand left room for errors in shift assignments, time-off requests, and schedule changes. There was limited transparency, and the staff often faced frustration over schedule inaccuracies and missed updates.

### 3. Administrative Burden

Maintaining and adjusting schedules required a significant time investment, estimated at approximately 25 hours per month for manual updates, shift swaps, and error corrections.

### 4. Impact on Staff Satisfaction

CRNAs reported dissatisfaction with the lack of control and visibility in their schedules. Time-off requests were delayed, swap requests were difficult to manage, and limited transparency impacted morale.



# SOLUTIONS

## SOLUTION IMPLEMENTATION

The client has been using **myStaffSchedule (MSS)** for three years and provided the following key implementation insights.

## 1. Quick and Efficient Installation

The system was seamlessly implemented, requiring minimal customization and no integration with the hospital's existing IT infrastructure. The system's intuitive, user-friendly interface meant that staff and administrators adapted quickly, reducing training time and accelerating full adoption.

## 2. Responsive Customer Service

MSS provided white-glove, US-based customer support throughout the installation and beyond, with an immediate response to any issues or questions. The implementation experience was rated a perfect 10/10 by hospital administrators.

### 3. Minimal IT Resources Needed

The MSS solution was plug-and-play, eliminating the need for extensive IT oversight. This simplicity allowed the scheduling team to own the platform, with administrative privileges enabling rapid adjustments and updates.

# KEY BENEFITS

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## RESULTS POST-IMPLEMENTATION

### 1. Significant Time Savings

- **Efficiency Gains:** Since moving to MSS, the department reports a 75% reduction in scheduling times delivering an estimated savings of nearly 25 hours per month.
- **Improved Shift Swaps and Real-Time Updates:** Schedulers can now approve time-off requests, manage shift swaps, and adjust in real-time, freeing them to focus on higher-value tasks.

### 2. Enhanced Provider Satisfaction

- **Transparency and Accessibility:** CRNAs can access and manage their schedules directly from their devices, increasing transparency and empowering staff.
- **Streamlined Vacation Management:** Previously a six-week process, annual vacation scheduling now takes three weeks. Automated rounds and reminders further simplify time-off planning, providing significant relief for staff and administration alike.

### 3. Error Reduction and Real-Time Accuracy

- **Minimizing Human Error:** The MSS system has drastically reduced manual adjustments to the schedule.
- **Easily Tracks Locums Usage:** MSS enables the client to easily and accurately track locum usage to analyze utilization and cost in real time.



## RECENT SOFTWARE AWARDS



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OFF p	OFF p	7-3 p		
OFF p	OFF p	OFF p		
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V	VACA	VACA	VACA	V
OFF	OFF	OFF	OFF	
0	7-8p	7-8p	7-8p	0
7A-10A p	7-8p	OFF		

